

# I/DD Program Bulletin



Lunch and Learn Calls for **consumers, advocates** and other **stakeholders** are every Wednesday at 12:00 p.m.

Email questions to:  
[kancare.ombudsman@kdads.ks.gov](mailto:kancare.ombudsman@kdads.ks.gov)

Lunch and Learn Calls for **providers** are Every Monday and Friday from 11:00 a.m. to 12:00 p.m.

Email questions to:  
[providerforum@kdads.ks.gov](mailto:providerforum@kdads.ks.gov)

Upcoming **Training Schedules** are available online at [kdads.ks.gov](http://kdads.ks.gov) under the "Provider Information" tab

## Bulletin Update for February 21, 2014

- + Requesting Additional Services List (RASL)
- + Billing and Claims
  - KMAP Issues
  - KMAP Billing
- + Lunch and Learn Calls
- + KDADS Website Improvements
- + CDDO Information
  - Weekly Calls with CDDOs
  - Reporting of Deceased Members
- + Targeted Case Manager Information
  - Weekly Calls with Targeted Case Managers
  - Additional Training Opportunities
- + Information Regarding the Provider Issues Tracking Link

**Requesting Additional Services List (RASL):** On January 31, 2014 KDADS sent a letter to all HCBS-IDD program participants who are currently receiving HCBS services and have asked for additional services in the past. People who received this letter were those who were shown in our database as being a current HCBS recipient and also having a request for additional services that had been submitted by the CDDOs. KDADS is currently working to verify this information.

- Below is a link to the policy letter dated January 17, 2014;  
[http://www.aging.ks.gov/HCBSPProvider/Documents/Letters/RASL\\_Letter\\_01-17-2014.pdf](http://www.aging.ks.gov/HCBSPProvider/Documents/Letters/RASL_Letter_01-17-2014.pdf)
- Also below is a link to the January 31, 2014 letter to HCBS-I/DD Participants on the RASL list and the enclosed Request For Additional Services Confirmation Form;

[http://www.kdads.ks.gov/CSP/IDD/KanCare\\_Imp/2014\\_01\\_31\\_RASL\\_Consumer\\_Letter\\_Form.pdf](http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/2014_01_31_RASL_Consumer_Letter_Form.pdf)

- Attached to the bulletin is an updated FAQ document regarding questions received from members and others since the 1/31/14 letter and confirmation form were distributed.

## Billing and Claims:

- ✚ **KMAP Issues:** KDADS is working with HP to correct an edit in KMAP that is denying span billing for service code T2021 when it is billed for spans of more than 1 week at a time.

On Wednesday, Feb 19, we discovered that there was an issue billing T2021-Day Supports, within a span of time (i.e. bi-weekly or monthly). We received calls saying that when it was billed within a span of time, it would only pay 100 units and be accompanied by a message stating that it could only be billed a week at a time with a maximum of 100 units.

Until we complete a resolution to the issue with HP, providers will need to bill T2021 in one week segments (20 units per day / 100 per week). If you have had this issue with any of your T2021 billing, do not try and adjust the claim or do not resubmit it. You will have to void any claim that was paid like this and create a whole new claim. Do not attach any other services to the T2021 claim.

How to bill T2021 --- one claim with multiple lines --- see example below

01-01-14 to 01-03-14	60 units
01-06-14 to 01-10-14	100 units
01-13-14 to 01-17-14	100 units
01-20-14 to 01-24-14	100 units
01-27-14 to 01-31-14	100 units

Sandy Chatham has worked with providers to resubmit new claims as shown above, and claims have paid correctly. If you have any questions, please call Sandy at 785-296-3537 and she will walk you through the process.

- ✚ **KMAP Billing:** Providers who are using the KMAP/EDI front-end billing and the MCO billing portals should wait a few days after submitting a claim for them to appear in the MCO system for review in the MCO web portal. If you are experiencing any concerns related to billing and claims, please contact the MCO through the Member Representative, the Care Coordinator Education activities will continue to ensure limited billing concerns.

## Lunch and Learn Calls

Registration for the calls is required (and must be completed by the day prior to the call) and can be completed at the following website: [http://www.kdads.ks.gov/CSP/IDD/KanCare\\_Imp/IDD\\_Implementation\\_Calendar.html](http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/IDD_Implementation_Calendar.html)

**Call in Number: 1.866.620.7326**

**Conference Code: 4283583031**

- ✚ **Providers:** Calls are scheduled for Mondays and Fridays from 11:00-12:00 noon, we anticipate the calls will continue through the first quarter of 2014. Callers may submit questions to [PROVIDERFORUM@kdads.ks.gov](mailto:PROVIDERFORUM@kdads.ks.gov). If you experience difficulty registering for the Lunch and Learn calls you may also register by sending your name in an email to [providerforum@kdads.ks.gov](mailto:providerforum@kdads.ks.gov).

- ✚ **Lunch and Learn Calls for Consumers and Other Stakeholders:** Calls are scheduled for Wednesdays from 12:00 to 1:00 for consumers. Callers may submit questions to [kancare.ombudsman@kdads.ks.gov](mailto:kancare.ombudsman@kdads.ks.gov)






If a consumer has problems registering for the Lunch and Learn call, they could email the KanCare Ombudsman at [kancare.ombudsman@kdads.ks.gov](mailto:kancare.ombudsman@kdads.ks.gov).

### **KDADS Website:**



Bookmark this address: [http://www.aging.ks.gov/HCBSProvider/IDD\\_Provider\\_Index.html](http://www.aging.ks.gov/HCBSProvider/IDD_Provider_Index.html)

KDADS has been working on updating its website to make it easier for Providers to find critical information. The website will be updated regularly, and it will include information about Policies and Procedures that are posted for comment and review, copies of the weekly Provider Bulletins, and links to recent presentations. The website is still a “work in progress” so bear with us as we continue to make improvements over the next few weeks.

### **CDDO Information:**

-  **Weekly Calls with CDDOs:** CDDO calls will continue weekly on Thursday’s at 11:00. CDDOs should call 1.866.620.7326 conference code 4283583031.
-  **Reporting of Deceased Members:** Reporting for members of I/DD programs who have expired can be done through the KAMIS web application. The 3160 report can then be sent to DCF for case closure. KDADS is working on an enhancement to KAMIS that will allow the Loss of Life Report to be submitted electronically in future. For now, please send the Loss of Life Report to [HCBS-KS@kdads.ks.gov](mailto:HCBS-KS@kdads.ks.gov) with the Subject Line: IDD Loss of Life Report, so that we can ensure the appropriate individual receives the report for processing. We recognize that this is different direction than was provided verbally earlier today.
-  **Porting and Transferring of Cases:** With the implementation of KanCare, porting of HCBS funding is no longer needed. However, the Porting/Transferring form is still a useful tool for transferring of cases between CDDOs. This transfer can be done in KAMIS.
-  **Plans of Care for Periods Prior to 2/1/14:** Plans of Care that are for periods prior to February 1, 2014 but did not get submitted timely for the changeover should be submitted by the CDDO to its assigned approver (either Sandra Andrews or Sandy Chatham). The notes should include why submission of the POC was delayed (ex. awaiting coding, awaiting Medicaid approval, etc.)
-  **Plans of Care for Periods after 2/1/14:** Plans of Care that are for periods after February 1, 2014 should be submitted to the MCO

### **Targeted Case Manager Information:**

-  **Weekly Calls with Targeted Case Managers:** TCM calls are held on Tuesday’s from 3:00 pm to 4:00 pm. TCMs should call 1.866.620.7326 conference 2850442124.
-  **Targeted Case Manager Updates as of February 21, 2014**  
KDADS and MCO staff will hold question and answer sessions for TCMs at the following locations:

Garden City at SDSI  
1803 Palace Drive Suite 3  
9:00 am – 12:00 pm  
Monday, February 24<sup>th</sup>

Great Bend  
1615 10<sup>th</sup> Street  
8:00 am to 11:00 am  
Monday, March 3<sup>rd</sup>

These are informal information, question and answer sessions. If TCMs in other areas would like KDADS and MCOs to provide the same type of meeting, contact Susan Fout at [Susan.fout@kdads.ks.gov](mailto:Susan.fout@kdads.ks.gov)

KDADS will continue to meet with Targeted Case Managers to assist them in understanding their role under KanCare. KDADS is always willing to conduct small group meetings with TCM'S to answer questions and share information as needed. TCMs need to bill in whole units and should use actual time spent working and recording this in the individual consumer's case record. Please join the calls on Tuesday and send any questions to [hcbs-ks@kdads.ks.gov](mailto:hcbs-ks@kdads.ks.gov)

**Information Regarding the Provider Issue Tracking Link:** We encourage you to work through your issues directly with the provider representative of the respective MCO and utilize the grievance and appeal process. This will allow you to keep track of your issues in one place. Please add details about your issues, including who you spoke with at the MCO and what steps at resolution you have already tried. Additionally, this is a **Provider** Issue Tracking Log. For Consumer issues, please contact the KanCare Ombudsman at [KanCare.Ombudsman@kdads.ks.gov](mailto:KanCare.Ombudsman@kdads.ks.gov).

For Provider Resources and Information, please visit the MCO websites, below.

Amerigroup- [www.amerigroup.com/pages/ks.aspx](http://www.amerigroup.com/pages/ks.aspx)

Sunflower- [www.sunflowerstatehealth.com/for-providers/provider-resources/](http://www.sunflowerstatehealth.com/for-providers/provider-resources/)

UHC- [www.uhccommunityplan.com/health-professionals/ks.html](http://www.uhccommunityplan.com/health-professionals/ks.html)

If you are unable to resolve a conflict, please submit your issue to the KDADS Provider Issue Tracking application. The Issue Tracking Application is available to all KDADS providers, including those authenticated to use the KDADS Web Application. This tool is designed to replace the current notification process of issues by email and will allow KDADS to more efficiently track issues across multiple commissions to ensure timely responses to concerns. Please register for the Issue Tracking Application following the steps below. Additional training will be provided during a future Lunch and Learn Call.

## Access to the Issue Tracking Log

**KDADS Provider Information Page**

**KDADS Provider Issue Tracking**

Welcome to the KDADS Provider Issue Tracking application.

Are you a KDADS Web Apps User? ☐ Yes, click this link: [Web Applications](#)

☐ NO, click this link: [Provider Log-in](#)

**KDADS Provider Issue Tracking - Provider**

Registration Information | [Apply Changes](#) | [Issue Tracking List](#)

\*Sign-In Name  AQUILA JORDAN First and Last Name without spaces or punctuation is preferred format.

\*E-Mail Address  AQUILA.JORDAN@KDADS.KS.GO [New Password](#) (Must be at least 10 characters (no spaces).)

\*Select Your Provider Name  KDADS Provider Name (if not found within list)

\*First Name  AQUILA \*Last Name  JORDAN

Address  503 S. Kansas Ave. City  Topeka State  KS Zip Code  66603

\*Phone  785-296-0787

Share Issues With Those Listed (move from list on the left to list on the right to select)  
Only users under the same Provider Name (KDADS) are listed below.

AMBER MONZON-HERNANDEZ	<input type="checkbox"/>
AMBER PURCELL	<input type="checkbox"/>
AMY HALL	<input type="checkbox"/>
AMY SMIS-SHONKA	<input type="checkbox"/>
ANGELA HAGEN	<input type="checkbox"/>

Those listed on the right column will be able to view issues posted by AQUILA JORDAN.

**Provider Instructions**

The Issue Tracking web application allows providers to post issues, which are then reviewed by MCOs or KDADS.

Each person posting an issue must first register (create a self-authenticated account or use their KDADS Web Application log-in).

Once an account is created, pressing the List Issues button will display any issues previously posted and enable the user to create new issues.

When creating an account, a Provider name can be entered. This provider name can be used by others and enables the creation of a list of users for the same provider.

If you wish to share your issue with others within your Provider name, you can select them from the displayed list, after they have created an account and used the same Provider name.

If you select an MCO, the issue posted can be seen by that respective MCO. The MCO can then post a response. Currently, the MCO response will only be viewable by KDADS, who will monitor the progress of the issue.

An issue can only be entered and posted. Once posted your issue can be viewed, but can not be updated.

Pressing the **Post Issue** button posts the issue to the **Issue Tracking Application** and notifies the MOC (if selected) and KDADS.

[Provider User Manual](#)

**Issue Tracking Log Provider Manual**